

Nick W. Turkal, M.D.

January 2019

Dear Mr Burrows,

On behalf of Aurora Health Care, I want to express my sincerest sympathy for what you and your family have endured over the past decade. We are truly sorry for everything you've had to contend with - within our organization and beyond.

Your love for and commitment to your mother is inspiring and I commend you for using your voice and talent to highlight the challenges in navigating the complexities of the U.S. health care system.

As an industry and as a provider, we must do better to improve and simplify the health care experience. One of the key cornerstones of our journey is effective communication and I regret we clearly let you and your family down in this arena. As a CEO and as a physician, I am truly humbled by your story and I want you to know that our organization

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is committed to learning from your experience.

Our top priority is providing the safest, highest quality care to those we are privileged to serve. Nothing is more important to us.

You and your family continue to be in my thoughts and prayers

Warmest regards,

Nick Turkal MD